



# UNIVERSITY of WESTERN STATES

*Integrating Health and Science*

## FINANCIAL DISPUTE FORM (Student Financial Responsibility Policy 3025)

Use this form to dispute a charge based on exception to Student Financial Responsibility Policy 3025, Tuition and Fee Schedule, or Tuition and Fee Refunds Policy 3021.  
 Do not use this form for an academic policy issue. Please refer to the policy 9009 student Grievance and Appeal or policy 1211 Grade Appeal for information on these topics.  
 This form is not applicable for disputes of library or parking fines and fees. Email [library@uws.edu](mailto:library@uws.edu) and [parking@uws.edu](mailto:parking@uws.edu) for such disputes.

### 1. STUDENT INFORMATION

Name: \_\_\_\_\_ Student ID: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

### 2. DOCUMENTATION

Compose a detailed written justification of your request for an exception to Student Financial Responsibility policy, Tuition and Fee Schedule or Tuition and Fee Refunds policy. Attach documentation to support your request. The request should include your name, student ID number, signature and date on the letter and all applicable documentation attachments. See page 2 for definitions.

### 3. SUBMIT

Submit your request via email to the financial services office ([financialservices@uws.edu](mailto:financialservices@uws.edu)).

STUDENT SIGNATURE: \_\_\_\_\_ Date: \_\_\_\_\_

OFFICE USE ONLY AREA:  More info needed Date contacted: \_\_\_\_\_ Date info provided: \_\_\_\_\_

Information is obtained from the following offices on:  
 Date: \_\_\_\_\_

- Program Dean/Director
- Financial Aid
- Registrar
- Technology/Information Services
- Academic Support and Training

Recommendation of decision provided on:  
 Date: \_\_\_\_\_

- Chief Business Officer
- Dean/Director of College/Studies
- Dean of Enrollment and Student Services
- Vice President of Academic Affairs/Provost
- Chief Information Officer

Student Notified on: \_\_\_\_\_ by: \_\_\_\_\_

### **Financial Dispute Guidelines:**

Students may request an exception Student Financial Responsibility policy 3025, Tuition and Fee Schedule or Tuition and Fee Refunds policy 3021 due to emergency, extenuating circumstances or error on the part of the university.

Dispute request may be submitted within 90 days from the date of the disputed transaction.

### **Definitions:**

Emergency Extenuating Circumstances – bereavement, hospitalization, active duty military, incarceration, domestic displacement, natural disaster or other emergency extenuating circumstances which directly affected the student's ability to continue academic studies for the term in question. The following examples do not qualify for an exception: personal work schedule, grade earned with lower overall GPA.

Official supporting documentation – official documentation, such as, a physician's statement on letterhead and signed by a medical practitioner, military orders, police incarceration report, death certificate, etc.

Bereavement - passing of a student's immediate family member. Requests based on bereavement must be accompanied by an obituary notice, a copy of the death certificate, a memorial folder, or other documentation.

Error– verifiable error on the part of a University of Western States employee, or other issue, that prevented a student from taking appropriate action; documented misinformation about University of Western States policies or procedures. Documentation that supports your request must accompany your statement.

### **Procedure:**

Student submits the following to the financial services office via email ([financialservices@uws.edu](mailto:financialservices@uws.edu)):

- Financial Dispute Form
- Statement of the emergency, extenuating circumstances involved in exception request
- Official supporting documentation, if applicable

Within 5 business days of request receipt, the university controller will obtain information from the applicable offices regarding the facts specified in the dispute request.

Once all facts are gathered, a decision recommendation will be emailed by the controller to the university administrators. University administrators shall respond with any objections to the recommended decision within 5 business days.

The student will be notified of the decision within 5 business days from the recommendation date.

The dispute process may take up to 3 weeks. Questions regarding the process may be directed to the university controller at [oklochkova@uws.edu](mailto:oklochkova@uws.edu).